Aastra Business Communication Solution

Aastra 5361/Aastra 5361ip

User's Guide

Supported communication systems:

Aastra 415

Aastra 430

Aastra 470

This User's Guide describes the functions, configuration and use of the phone Aastra 5361/5361ip on the communication systems mentioned above.

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Welcome...

Welcome to the User's Guide for the desk phone Aastra 5361/5361ip for Aastra 400 communications systems.

This User's Guide will assist you with the use of your phone and introduce you step by step to the functions and configurations.

If you require further technical support or information on other Aastra products, please refer to our websites *www.aastra.ch* and *www.aastra.com* or *Aastra DocFinder*.

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Product and safety information

The product and document information is available here. You will also find notes on safety, data protection and legal notes. Please read through this product and safety information carefully.

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Safety information

Failure to observe this information can be hazardous and infringe existing laws.

Connections

Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.

Mains power

Use the original power supply only. Connect the power supply only to power sources that conform to the indications on the power supply. The device will be inoperable when mains power of the communication system fails.

Retention of Metal Objects

Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.

Maintenance

Make sure all installation and repair work is carried out by a specially qualified technician.

Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control and Data protection

You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.

Ambient conditions

Do not operate the device outside the temperature range of +5 °C to approx. +40 °C.

Avoid direct sunlight and other sources of heat.

Protect your device against the wet, excessive dust, corrosive liquids and steam.

Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected. To prevent interference, avoid placing your handset in the immediate vicinity of computers, radios, TV sets, VCRs, and other telephone sets.

Disposal

Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.

Accessories

Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

Product information

Purpose and function

This product is part of the Aastra 400 communication solution.

Aastra 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both easy to use and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

One number user concept:

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With Personal call routing you can define where incoming calls shall be routed to (see chapter "Activating personal call routing", page 68). You can determine the phone on which a call is acoustically signalled, with Ring Alone (see chapter "Activating ring alone", page 68). Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other terminals.

Call lists and contacts are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

User information

Document portal:	www.aastra.com/docfinder

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Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download on the Aastra 400 DocFinder*Aastra DocFinder* : *www.aastra.com/docfinder* as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the Aastra 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Trademarks

Aastra® is a registered trademark of Aastra Technologies Limited.

All other trademarks, product names and logos are trademarks or registered trademarks of their respective proprietors.

The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations.

Exclusion of liability

Not valid for Australia. See chapter "Limited Warranty (Australia only)", page 10 for the limited warranty in Australia.

All parts and components of the Aastra 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the Aastra 400 products have been tested and approved after comprehensive conformity tests. Nonetheless, errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

About Aastra

Aastra Technologies Limited is a world leader in the manufacture of communications systems. The primary focus for all development work on products and solutions is to optimize the communication processes of small, medium and large companies and reduce their costs as a result.

Aspects of modern office communications such as mobility, future viability, safety and availability are as much a part of the development work as user convenience and product design. The offer covers the entire range of VoIP and SIP solutions, including communication servers, gateways, system phones and process-oriented software solutions.

With its pioneering innovations Aastra consistently promotes the convergence of voice and data communications in its solutions. Aastra's clientele includes acknowledged telephone and data network operators in North America, Europe and Africa as well as Internet Service Providers and distributors of renown.

Aastra Technologies Limited, (TSX: "AAH") is a leading company at the forefront of the corporate communications market. Aastra has its headquarters in Concord, Ontario, Canada. Aastra develops and distributes innovative business communication solutions for companies of all sizes. Aastra's operations are truly global with more than 50million installed lines around the world and a direct and indirect presence in more than 100 countries. The broad portfolio offers function-rich Call Managers for small and medium-sized businesses as well as highly scalable Call Managers for large companies. The portfolio is rounded off by integrated mobility solutions, call centre solutions and a large selection of phones. With its sharp focus on open standards and customized solutions Aastra enables companies to achieve more efficient communications and co-operation.

For additional information on Aastra, visit our website: *www.aastra.com*

Data protectio

Protection against listening in and recording

The Aastra 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

Limited Warranty (Australia only)

The benefits under the Aastra Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Aastra warrants this product against defects and malfunctions in accordance with Aastra's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Aastra shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the warranty period.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and colour.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Aastra does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Aastra will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Aastra shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL), the exercise of a right conferred by such a provision or any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Aastra with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Repair Services

Procedure: Should the product fail during the warranty period and you wish to make a claim under this express warranty, please contact the Aastra authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Limitation of liability for products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use).

Limitation of liability			
1.1			To the extent permitted by law and subject to clause 1.2 below, the liability of Aastra to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
	a)		in the case of services:
		i)	the resupply of the services; or
		ii)	the payment of the cost of resupply; and
	b)		in the case of goods:
		i)	the replacement of the goods or the supply of equivalent goods; or
		ii)	the repair of the goods; or
		iii)	the payment of the cost of replacing the goods or of acquiring equivalent goods; or
		iv)	the payment of the cost of having the goods repaired.
1.2			Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
	a)		the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL); or
	b)		the exercise of a right conferred by such a provision; or
	c)		any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

After Warranty Service

Aastra offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Manufacturer:	Note:
Aastra Telecom Australia Pty Ltd ("Aastra") Level 12, 45 William Street Melbourne, Victoria 3000, Australia, ABN: 16 140 787 195 Phone: +61 3 8628 9500	Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Document information

Communication system and software versions

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets. The chapter "Communication system and software versions", page 111 indicates which software versions support the relevant features.

Document designation

- Document number: eud-1280
- Document version: 1.2
- Based on communication server software version: R3.0
- Valid as of communication server software version: R1.0
- Copyright © 04.2013 Aastra Technologies Limited
- In PDF Viewer, click on this link to download the latest version of this document:
- *https://pbxweb.aastra.com/doc_finder/DocFinder/eud-1280_en.pdf?get&DNR=eud-1280*

Operating and display elements

The sections below provide an overview and usage notes on which keys and sockets are available on your phone.

Key designations and sockets *15*

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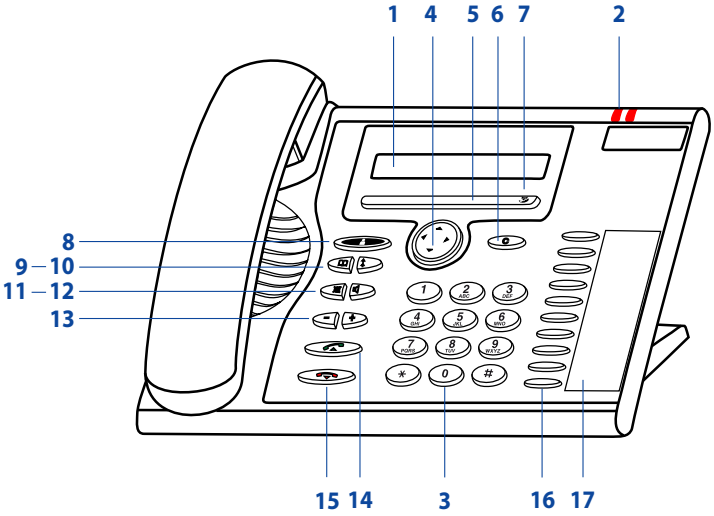
Key designations and sockets



1	**Display** Status display with symbols, current displays on telephone traffic, displays the available Foxkey functions.	
2	**LED indicator** • Left LED flashes: Call. • Right LED is lit: Voice message, message, or callback.	
3	**Key block** Enters digits or letters.	
4	**Navigation key** • Upward: Opens *Activated features*. • To the right: Opens the *Menu*. • Downward: Opens *Settings*. • General: Scrolls forwards/backwards in the menu, navigates lists.	
5	**Foxkey** Executes displayed function using the key.	
6	**Correction key** Delete the last character or go back one step in the menu.	

7	**Foxmenu** Opens the menu or calls up other Foxkey functions.	
8	**Presence key with LED** Preconfigured as presence menu. The Presence key can be configured as a function key or digit key.	
9	**Phone book key** Opens phone books.	
10	**Redial key** Selects the phone numbers last dialled.	
11	**Microphone key** Switches handset microphone off/on.	
12	**Loudspeaker key** Open listening mode on/off.	
13	**Volume/cursor keys** Adjusts volume.	
14	**Call key** Set up / answer a call.	
15	**End key** • Ends a call. • Exits input without saving and goes back to the idle state.	
16	**Configurable keys with LED** Freely configurable as number, function or Team key: • Number key with two storage locations: Press once for first call number, press twice for second call number. • Function key: Activate / deactivate function. • Team key: Call or pick up a call. Announcement to a team partner (press twice). Configure key: press and hold down.	
17	**Labels** Write-on labels for the configurable keys can be found on the *Aastra 400 DocFinder*. You can fill out the fields directly on your PC and then print out the labels.	

Display symobls

Display symbols

Status information			
	More text information available		Foxmenu: Access to the menu or the available Foxkey functions
	Other menu entries available		Loudspeaker activated
Abc	Text mode activated		Function activated
	Entries in call list		Search mode
	Microphone deactivated		• Activate discreet ringing • Melody deactivated
	Forwarding activated		New text messages
	New voice messages		• Voice message retrieved • Voice mail greeting with possibility to leave a voice message
	New, forwarded voice message[a]		Retrieved forwarded voice message[a]
	Hi-Q™ during a call (enhanced audio quality) (only Aastra 5361ip)		Data and voice encryption (only Aastra 5361ip)

	Phone book		
	Business number		Private number
	Mobile number		

	Presence state		
	Available (default)		Absent
	Meeting		Busy
	Not available		

Dialling and phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

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Answering calls

This section explains the procedure for answering a call.

Answering a call

Your phone is ringing and the indicator LED is flashing. To answer the call, proceed as follows.

Pick up the handset.

Note:
If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.

Ending a call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.

Put the handset on-hook.

Making calls

This section explains the different ways you can make a call with your phone.

Dialling with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.

<Phone number>

Enter a phone number in call preparation.
You can use the Correction key to delete any incorrect character.

Pick up the handset.
Or:
Press the Call key or Foxmenu Foxkey *Call*.
→The user is called.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 4 entries.

Press the Redial key.
→Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
→The phone number displayed is dialled.

Using your phone in open listening mode

You want other people in the room to be able to listen in to the call.

The open listening function lets you activate the loudspeaker in addition to the handset.

During a call:
Press the Loudspeaker key.
➔Open listening is now activated, is displayed.

Note:
You can continue with the call as usual using the handset.

Deactivating open listening:
Press the Loudspeaker key a second time.
➔Open listening is now deactivated.

Note:
To end a call in open listening mode, you need to press the Loudspeaker key and hang up the phone.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Switching the microphone off:
Press Microphone key.
➔The microphone is deactivated, is displayed.

Switching the microphone back on:
Press the Microphone key once again.

Using the display and operating elements

The following sections explain how to operate your phone quickly and simply.

Display *24*
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Display

Display symbols and display text

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. You can then use the relevant Foxkey to call up the information.

You have access to the menu or the Foxkey functions available in each case.

To see the rest of the text:
Press the horizontal navigation key.

Close

Deleting the display text:
Press Foxmenu > Foxkey *Close*.
➔The display returns to the idle state; the function remains activated.

Function activated:
The activated function or selected setting is indicated by a check mark.

Keys

Using the Foxmenu

The Foxmenu key gives you access to the menu or the Foxkey functions available in each case. Press the key directly on the Fox symbol.

Pressing the Foxmenu:
In the idle state: Opens the menu.
In the menu/during a call: Retrieves available Foxkey functions.
→ is displayed.

Using the Foxkey

The Foxkey has variable functions. These functions are displayed above the key. Several contacts are stored under the broad Foxkey, which means you need to press the Foxkey precisely under the function you want.

Press the Foxkey on the place where the function you want appears on top of the display.

<long>

Keep the Foxkey held down for a moment (about 2 seconds).

Input

Digit keys

You can use the digit keys for entering digits and passwords and for Quickdial. The characters are assigned to the digit keys as follows. Press the relevant digit key repeatedly until the character you want is displayed.

Note:
Only capital letters for Aastra 5361.

1	- . ? 1 ! , : ; ' " ¿ ¡	2 ABC	A B C 2 Ä Æ Å Ç a b c 2 ä æ å à ç
3 DEF	D E F 3 É d e f 3 é è ê	4 GHI	G H I 4 g h i 4 ì
5 JKL	J K L 5 j k l 5	6 MNO	M N O 6 Ñ Ö Ø m n o 6 ñ ö ø ò
7 PQRS	P Q R S 7 p q r s 7 ß	8 TUV	T U V 8 Ü t u v 8 ü ù
9 WXYZ	W X Y Z 9 w x y z 9	0 +	+ 0
* @	@ * / ( ) < = > % £ $ € ¥ ª & §	# ⌴	<Space> #

Enters digits

The digit keys are used to enter the digits 0 to 9.

Enter the letters

You can also use the digit keys to enter letters and special characters. A number of letters and special characters are assigned to each key.

To enter letters using the digit keys, you need to be in text mode. The text mode is activated automatically if the phone is expecting a text input. You can switch back and forth between number mode and letter mode during your input.

abc-->123

Switching between number mode and letter mode during your input:
Press Foxmenu > Foxkey *abc-->123* or *123-->abc*.
→ **Abc** is displayed.

Switching between upper and lower case

You want to switch between upper and lower case while making an input in text mode.

Upper-case input is automatically activated when the first letter is entered. The text mode then automatically switches to lower-case input. You can use the Foxkey to switch manually between upper-case and lower-case input.

a>A

Switching between upper case and lower case in text mode:
Press Foxmenu > Foxkey *a>A* or *A>a*.

Note:
Only capital letters for Aastra 5361.

Correcting your input

You notice you have entered a wrong digit or character. You can either delete the input one character at a time or cancel the entire input.

To delete the last character:
Press the Correction key.

Note:
With the navigation key you can go straight to the character you want to delete.

End input without saving:
Press the End key.

Moving the Cursor

You want to go to a certain character for an input or correction.

With the navigation key you can move the cursor to the left or right.

Move the cursor with the horizontal navigation key.

Menu-guided navigation

Accessing the menu

The phone is in standby mode:

Press the Foxmenu.
➔The menu is displayed.

Menu

Press the *Menu* Foxkey.
➔The first menu entry is displayed.

Use the vertical navigation key to scroll through the menu entries.

Select

Press the *Select* Foxkey.
➔Accessing the displayed menu.

Using the navigation key

You can retrieve a particular menu entry even more simply and efficiently using the navigation key. You can scroll vertically and horizontally through the different menu entries.

Horizontal navigation key:
Left: Scrolling back through the menu
Right: opens displayed menu, scrolls forward through the menu, retrieves detailed information.

Vertical navigation key:
Bottom: Open *Settings*, scroll downwards in the list.
Top: Open *Activated features* , scroll upwards in the list.

Undoing actions

To cancel operating steps, proceed as follows:

End input without saving:
Press the End key.

Back to the idle state in the menu:
Press the End key.

Other navigation possibilities

Scrolling back through the menu:
Press the Correction key.

Resetting activated features

You can deactivate again all the activated functions (e.g. Forwarding, Barring).

Menu

Press the navigation key up.
➔All the activated functions are now displayed.
Or:
Retrievable also via menu: *Menu* > *Activated features*.

Reset

Reset the function in question.
➔The function is now deactivated.

Signals

Indicator LED signals

Depending on the situation the indicator LEDs either flash or remain steadily lit.

LED	State	Description
	Flashes fast	Incoming call
	Flashes slowly	Appointment call
	Lit	• New voice message or new text message • Callback

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

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Organising absences from the desk *49*
Voice messages and text messages *59*
Functions for special situations *62*
Functions with OpenCount *72*
Functions with Aastra Alarm Server *73*
Setting functions by remote control *76*
Organisation within the team *77*

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

Dialling by name (Quickdial)

You want to make a call by entering a name.

With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

The surname and first name have to be separated by a space (# key), for example "no s" (66#7) for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Notes:
- To be able to search in an external phone book using Quickdial, you need to press the *key or 0-key before entering the first letter.
- The response time may vary greatly depending on the size and the number of phone books connected.

<Name>

Quickdial:
Press each of the corresponding digit keys once for the first letters of the name you are looking for.
→For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

Press the phone book key.
→The phone searches for matching users.

You may have to enter another letter before the name you want or a list of users is displayed.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Note:
If the phone is unable to find a matching user, *List empty* will appear on the display.

Pick up the handset.
→The phone number displayed is dialled.

Dialling from the phone book

You want to search a user in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Notes:
- To find out to create a new contact in your private phone book, refer to the chapter "Creating a new phone book entry", page 87.
- To find out to look for a contact in your private phone book, refer to the chapter "Dialling from private contacts", page 34.

Press the phone book key.

Search entry

1. Scroll to *Search entry* and press the *Select* Foxkey.
2. If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.

Notes:
- Text mode is activated automatically.
- Use the # key to enter spaces.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Pick up the handset.
➔The phone number displayed is dialled.

Notes:
- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

Dialling from private contacts

You want to call one of your private contacts.

You can search for and select a contact in your private phone book.

Press the phone book key.

Private contacts

1. Scroll to *Private contacts* and press the *Select* Foxkey.
2. For the first letter of the name you are looking for keep pressing the corresponding digit key until the list display the letter (e.g. press the digit 7 three times to obtain the letter R).

→The display jumps to the first entry that begins with R.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Pick up the handset.
→The phone number displayed is dialled.

Dialling from external phone books

If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected.

The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn. Ask your system administrator whether you should start with the surname or the first name.

Press the phone book key.

Advanced search

1. Scroll to *Advanced search* and press the *Select* Foxkey.
2. Enter the first few letters of the name you want (first and last name separated by a space). If required, enter the first few letters of the town's name (name and town name separated by a space) until the user or a list is displayed.

Notes:
- Text mode is activated automatically.
- Use the # key to enter spaces.

Scroll through the list until the user you want is displayed.

Pick up the handset.
→The phone number displayed is dialled.

Notes:
- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

Dialling from the call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a call list and the display shows *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 4 entries.

Show

Calling a user back:
Press Foxmenu > Foxkey *Show*.
➔The display shows a list of the last unanswered calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
➔The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.

Close

Hiding the "Missed calls" display:
Press Foxmenu > Foxkey *Close*.
➔Hides the display. The entry remains stored in the list of the last unanswered calls, is displayed.

Note:
The call list of unanswered calls can also be selected using the menu: *Menu* > *Call lists* > *Unanswered calls*.

Dialling from the call list of answered calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 4 entries.

Menu

Press Foxmenu > Foxkey *Menu*.

Call lists

Scroll to *Call lists* and press the *Select* Foxkey.

Answered calls

Scroll to the *Answered calls* call list and press the *Ok* Foxkey.
➔The display shows the list of the last calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
➔The phone number displayed is dialled.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 4 entries.

Press the Redial key.
➔Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
➔The phone number displayed is dialled.

Note:
Redial list can also be selected using the menu: *Menu* > *Call lists* > *Redial*.

Dialling with a configurable key

You want to call someone whose phone number is stored under a configurable key.

You can dial the person by pressing the corresponding key.

To find out how to configure a configurable key, refer to the chapter "Configuring keys", page 92.

<1x short>

Activate the key's first allocated phone number:
Press the key once.
➔The key's first allocated phone number is displayed.

< 2x short>

Activate the key's second allocated phone number:
Press the key twice in quick succession.
➔The key's second allocated phone number is displayed.

Pick up the handset.
➔The phone number is dialled.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You called someone and hear the busy tone or the ring-back tone.

Callback

To activate a callback request:
Press Foxmenu > Foxkey *Callback*.
➔You hear the acknowledgement tone.

Put the handset on-hook.
➔The display shows *Call expected*.

Close

Back to the idle state:
Press Foxmenu > Foxkey *Close*.
➔Callback remains activated.

Note:
The callback is stored in *Menu > Activated features* as long as it was not answered or cancelled by the system.

Reset

Reset callback:
Press Foxmenu > Foxkey *Reset*.
➔Callback is deactivated.

Note:
You can only have 1callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

To answer the callback request

Someone has asked you to call back. You can tell this from the lit attention LED in the idle state. The display shows *Callback requested*.

Call

To answer the callback request:
Press Foxmenu > Foxkey *Call*.
➔The phone number is dialled.

Delete

Clear callback:
Press Foxmenu Foxkey *Delete*.
➔Callback is deleted.

Note:
The callback can be changed via *Menu* > *Activated features* > *Delete* or *Call* as long as it was not answered or cancelled by the system.

Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing. To deflect the call, proceed as follows.

Deflect

Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
➔The call is deflected to the user you want.

Notes:
- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display shows *Busy* and your phone still rings.

Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase.

Reject

Press Foxmenu > Foxkey *Reject* or the End key.
→The connection is rejected and, depending on the system configuration, the caller obtains the busy tone or he is forwarded to a preconfigured destination.

Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The user has the possibility of answering, deflecting or rejecting your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the chapter "Activating protection against call types", page 86).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting

User is busy:
Press Foxmenu > Foxkey *Call waiting*.
→You hear the dialling tone.

Note:
If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) or forwarded to a preconfigured destination.

Answering call waiting

You are in a call and hear the call waiting tone. Another user is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer

Answering the call:
Press Foxmenu > Foxkey *Answer*.
➔The first call party is put on hold. You are now connected with the party who initiated the call waiting.

Note:
For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an enquiry call party and your call partner", page 45 and "Making a conference call", page 45 respectively.

Deflect

Deflect call:
Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the user's phone number and confirm with the *Ok* Foxkey.
➔Call-waiting party is put through.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Reject

Rejecting the call:
Press Foxmenu > Foxkey *Reject* or the End key.
➔You remain connected with your original call partner. Depending on the system configuration the call-waiting party hears the busy tone or he is forwarded to a preconfigured destination.

End call

Ending a current call:
Press Foxmenu > Foxkey *End call*.
➔The first call is terminated. You are now connected with the party who initiated the call waiting.

Starting an announcement

You want to address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the chapter "Activating protection against call types", page 86).

Notes:
- Intercom (duplex mode) is a special form of announcement whereby the phone of the called user immediately transforms your announcement into an internal connection. Depending on the system configuration your call party can answer your announcement directly in intercom, without having to press a key. Contact your system administrator for more information.
- If the called user has several phones in the one number user concept with activated hands-free, any phone (the quickest) answers the call.

Pick up the handset.

Announcement

Press Foxmenu > Foxkey *Announcement*.

<Destination>

Select destination (*User* or *Group*) and confirm with the *Ok* Foxkey.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
➔User is made aware of the announcement. You can now talk.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Or

You can also start the announcement using *Menu* > *Call features* > *Announcement* > *User*/*Group*.

Receiving an announcement

You are made aware of the announcement by an acoustic signal, the display shows *Announcement*. You will be addressed via your loudspeaker.

You have the following possibilities for answering the announcement:

- You can stop the announcement.
- You can listen to the announcement as a phone call.
- Depending on the system configuration you can answer the announcement directly in intercom, without having to press a key.

To continue the announcement as a phone call:
Pick up the handset.
➔You are now connected to the person who initiated the announcement.

Note:
If the announcement was started to a group, all the other recipients of the announcement are excluded.

To stop the announcement:
Press the End key.

Answering the announcement in intercom:
Answer the announcement directly without pressing a key.

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

<Function code>

1. Enter function code #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.

Pick up the handset.
➔The phone is now enabled. The external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 84 or use the function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

Enquiry

You are making/taking a call:
Press Foxmenu > Foxkey *Enquiry*.

<Phone number>

Enter the phone number of the enquiry call party.
➔Enquiry call party is called; first call partner is on hold.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

End call

To end the enquiry call:
Press Foxmenu > Foxkey *End call* or the End key.
➔You are now back through to your original call partner.

Notes:

- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry call with Fox-menu Foxkey *End call* and take back the first call.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering

Brokering:
Press Foxmenu > Foxkey *Brokering*.
➔Your call partner changes. The other call party is put on hold.

End call

To terminate the current connection:
Press Foxmenu > Foxkey *End call*.
➔Call party disconnected. Connected with the call party on hold.

Making a conference call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Conference

To connect the call party on hold:
Press Foxmenu > Foxkey *Conference*.
➔The call party on hold is now included in the call.

Note:
Depending on the system configuration you may hear an attention tone.

Leaving a conference call:
Put the handset on-hook.
➔The other conference parties remain in the call.

Transferring a call partner

You want to put your call partner through to someone else.

With the *Enquiry* function you can connect your call partner with someone else. You can connect internal and external users with one another.

Enquiry

You are making/taking a call
Press Foxmenu > Foxkey *Enquiry*.

<Phone number>

Enter the phone number of the enquiry call party.
→Enquiry call party is called; first call partner is on hold.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Connecting with notification:
Wait until the person has answered the call. Announce the call party.

Connect

Put the handset on-hook or press the *Connect* Foxkey.
→Your first call partner and the other person are now connected with each other.

Note:
If the other user does not answer, you can cancel the enquiry call with Foxmenu > Foxkey *End call* and take back the first call.

Connecting without notification:
Wait for the first ringing tone, then hang up.
→The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

Parking a call partner

You want to put your call partner on hold without using a phone line as a result.

You can park your call partner locally and take back at each phone assigned to you.

You can also allocate the Park function to a freely configurable key (see chapter "Configuring keys", page 92).

Park

Press Foxmenu > Foxkey *Park*.
→Your call partner is now parked locally.

Put the handset on-hook.

[P]

To retrieve a parked call party:
Press Foxmenu > Foxkey *[P]*.

To phone with the handset:
Pick up the handset.

Notes:
- With the End key the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu* > *Activated features* > *[P]*.
- The function code for central parking can be found in the "User's Guide Function Codes" on the *Aastra DocFinder*.

Recording a call

You want to record an active call with your call partner.

You can record an active conversation if you have been authorized to do so by your system administrator[a]. Your call party can be an internal or an external user. The recordings are made and backed up only as .wave files in your individual e-mail boxes. For this, you must configure at least one e-mail address in the communication system. Contact your system administrator for more information.

You can start recording calls in the following situations:

- during an active call;
- During a conference call (with maximum two participants)
- During an incoming/outgoing call
- in call preparation;
- During dialling with a busy line.

Call recording only starts when the connection is set up. Therefore, no ring-back tones or wait tones are recorded.

Call recording is temporarily interrupted during an enquiry and an e-mail is sent with the recording made up till then. Recording restarts automatically once the call connection with the enquiry call party is set up and/or once the call connection with the first correspondent is restored.

The maximum recording time for each .wave file depends on the system configuration. When the predefined or maximum recording time is reached, the recording stops automatically, the file is sent to your e-mail address and a new recording starts at the same time. Contact your system administrator for more information.

Notes:
- Recording calls may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function notify your call party in advance.
- You cannot record a conversation involving more than two call parties (enquiry call, conference). The recording is automatically stopped if you park your call party or put him on hold.

You can start or end call recording with the Foxkey or with a configurable key.

Record/*Stop*

Recording a call:
Press *Foxmenu* > *Record* or function key for *Call recording* as soon as you have an incoming/outgoing call or an active call.
→Call is recorded.
End the recording with the *Stop* Foxkey.
→The recording is sent to your e-mail address.

Note:
The LED on the function key remains lit while the recording is in progress. The LED starts to flash before the recording reaches its maximum preset duration. Once the maximum duration is reached (or the memory is full), the recording is stopped and the LED goes off.

Call recording overview:
You can find the call recording overview in your e-mail box.

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

The presence function enables you on the one hand to quickly set your personal presence state and hence to route the incoming calls to the destination you want. It also tells you directly whether the user you want is reachable or absent without you having to call him. The information details depend on the type of telephone.

Organizing absences using the presence key

Your phone is equipped with a presence key, under which you can store presence profiles. By simply pressing the presence key you can activate a call forwarding unconditional.

Note:
You can configure the presence key like any other configurable key (see chapter "Configuring keys", page 92).

Presence state

Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example call forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.3 pm.

You have a choice of 5 presence profiles for controlling your presence status:

Presence profile	LED	Profile number	Presence profile	LED	Profile number
Available (default)		0	*Absent*		1
Meeting		2	*Busy*		3
Not available		4			

You can call up the presence of the user you want in the following situations.

- when you call an internal user;
- in the phone book or in a call list;
- during dialling by name;

Notes:

- External applications such as Open Interfaces Platform (OIP) can affect your presence status. Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example call forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.3 pm. Contact your system administrator for more information.
- All the configuration possibilities for a presence profile can be found in chapter "Configuring presence/presence profile", page Seite 90

Presence profile

To activate the presence profile:
Press the function key for *Presence profile*.
Or:
The presence profile can also be selected using the menu: *Menu* > *Settings* > *General* > *Presence*.
Or:
Select the profile you want via the presence menu and press the *Ok* Foxkey.
➔Presence profile is activated.
Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Presence profile

To deactivate the presence profile:
Press the function key for *Presence profile*.
Or:
Select a new profile via the presence menu and press the *Ok* Foxkey.
➔Presence profile is deactivated.

<Name, phone number>

To check a user's presence:
Enter an internal name or call number and press the presence key.
Or:
Select the user you want from the phone book or a call list.
Or:
Press the presence key, then a Team key.
➔Presence status is displayed.

Absence information

You wish to give your caller detailed information about your absence.

If you have configured call forwarding to voice mail in your presence profile, you can choose whether the currently active greeting, the global greeting, one of your personal greetings or an absence information should be played back to the caller[a].

So-called absence information is available for each presence profile (*Available*, *Absent*, *Meeting*, *Busy*, *Not available*).

Absence information consists of a language-dependent, predefined audio text. The time and/or date are also given as an option. Depending on the voice mail configuration your caller then has the possibility of leaving a message.

Example: "The person you have called is not available until 31st January, at 14:00. Please leave a message after the tone".

The absence information is an integral part of a presence profile. All the relevant configuration possibilities can be found in chapter "Configuring presence/presence profile", page Seite 90.

Modify

Select the profile you want and press the *Modify* Foxkey.

Absence information

1. Scroll to *Time/Date* and press the *Edit* Foxkey. Enter the time and date of your absence and save with the *Ok* Foxkey.
2. Scroll to *Call Forwarding* and select *Call forwarding to voice mail*.
3. Scroll to *Voice mail greeting* and select *Absence information*.

→The setting is stored. Your caller hears the selected absence information, followed, if applicable, by time and date.

Forwarding calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, pager).

With call forwarding you can forward incoming calls directly to a different destination.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

User

Scroll to *User* and confirm with the *Ok* Foxkey.
Enter the user's phone number and confirm with the *Ok* Foxkey.
→Forwarding is activated.

Notes:
- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If a call is to be forwarded only when you are already in a call, select *Forwarding if busy*.
- You can also forward to your *Voicemail* (see chapter"Forwarding to voice mail", page 55) or to a *Text message* (see chapter "Forwarding to a message", page 56).
- You can deactivate forwarding using *Menu* > *Activated features* > *Reset*.
- You can also activate forwarding by remote control, see chapter "Setting functions by remote control", page 76.

Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

Notes:
- Call forwarding applies to all connected phones, in the one number user concept.
- Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding on No Reply

Scroll to *Call Forwarding on No Reply* and confirm with the *Ok* Foxkey.

User

Scroll to *User* and confirm with the *Ok* Foxkey.
Enter the phone number of the destination to which your calls are to be forwarded and confirm with the *Ok* Foxkey.
➔Call forwarding is enabled.

Notes:
- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- You can also forward calls to your *Voice mail* (see chapter"Forwarding to voice mail", page 55).
- You can deactivate forwarding on no reply using *Menu* > *Activated features* > *Reset*.
- You can also activate call forwarding by remote control, see chapter "Setting functions by remote control", page 76.

Forwarding to voice mail

You cannot momentarily be reached on your phone. If you forward to your voice mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see chapter "Configuring voice mail", page 88).

For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

Voice mail

Scroll to *Voice mail* and confirm with the *Ok* Foxkey.
→Forwarding is activated.

Notes:
- You can specify whether your voice mail should answer directly (*Call forwarding*) or with a delay (*Forwarding on no reply*) or only if you are already on the phone (*Forwarding if busy*).
- You can deactivate forwarding using *Menu* > *Activated features* > *Reset*.
- A new voice message is signalled with a text message on the display and a lit indicator LED in the idle state.

Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The user hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

Text message

Scroll to *Text message* and confirm with the *Ok* Foxkey.

<Text message>

Select one of the text messages stored in the system and press the *Select* Foxkey.
Adapt or expand the text and confirm with the *Ok* Foxkey.
➔Forwarding is activated.

Locking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to ten digits. You can change it via menu (see the chapter "Changing the PIN", page 84) or with the function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*).

You can lock either just the settings menu (*Lock settings*) or the entire phone (*Lock phone*). With *Lock phone* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings. With *Free* all the settings and data are freely accessible.

Menu

Press Foxmenu > Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Barring

Scroll to *Barring* and press the *Modify* Foxkey.
→You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* Foxkey.

<Barring>

Select the required type of barring and confirm with the *Ok* Foxkey.
→The phone is now locked; 🔒 is displayed.
→To lock all your phones, execute the function code *33* <PIN> # (see "User's Guide Function Codes" on the *Aastra DocFinder*).

Unlocking your phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the default setting.

Menu

Press Foxmenu > Foxkey *Menu*.

Activated features

Scroll to *Activated features* and press the *Select* Foxkey.

<Barring>

Select the barring you want and press Foxmenu Foxkey *Reset*.
➔You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* Foxkey.

Free

Scroll to *Free* and confirm with the *Ok* Foxkey.
➔The phone is unlocked.
➔To unlock all your phones, execute the function code #33* <PIN> # (see "User's Guide Function Codes" on the *Aastra DocFinder*).

Voice messages and text messages

In this section you will learn how to use voice messages and text messages.

Play voice message

Voice Mail from is displayed and the indicator LED is red-flashing.

Note:
Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.

Play

Play the new voice message:
Press the *Delete* Foxkey.
➔Message is played back.
Or:
Voice message can also be selected using the menu: *Menu* > *Call lists* > *Unanswered calls* > *Play*.

Menu

To delete the message:
Press Foxmenu > Foxkey *Menu*.

Voice mail

Scroll to *Voice Mail* and press the *Select* Foxkey.

Inbox

Scroll to *Inbox* and press the *Select* Foxkey.

Delete

Press the *Delete* Foxkey.
➔The voice message is now deleted.

Notes:
- To find out how to configure call forwarding to your voice mail, refer to the chapter "Forwarding to voice mail", page 55.
- To find out how to configure a voice mail, refer to the chapter "Configuring voice mail", page 88 or in the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

Deflecting voice messages

Have you received a voice message which interests other users?

You can transfer incoming voice messages to other users[a]. You can decide whether to keep a copy of each voice message.

Menu

Press Foxmenu > Foxkey *Menu*.

Voice mail

Scroll to *Voice Mail* and press the *Select* Foxkey.

Inbox

Scroll to *Inbox* and press the *Select* Foxkey.

Deflect

Select the voice message you want and press *Deflect*.

<Phone number>

Enter the call number and press the *Ok* Foxkey.
If you wish to keep a copy of the voice message, answer the questions with the *Yes* Foxkey.
➔The voice message is sent.

Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new text message.

Menu

Press Foxmenu > Foxkey *Menu*.

Text message

Scroll to *Text message* and press the *Select* Foxkey.

New

Scroll to *New* and press the *Select* Foxkey.

<Text message>

Select one of the text messages stored in the system and press the *Select* Foxkey.

<Text>

Adapt or expand the text and press the *Send* Foxkey.

<Destination>

Select the destination and press the *Select* Foxkey.

<Phone number>

For *User* and *Group*: Enter the call number and press the *Send* Foxkey.
➔The text message is sent.

Note:
If the display shows *Not available*, the text message could not be sent.

Read text messages

Your display shows *New message* and the envelope symbol. The right-hand indicator LED is lit.

Show

Show text message:
Press Foxmenu > Foxkey *Show*.
➔The display shows the sender and the date/time of the text message.

Read

Read text messages:
Select the text message you want and press Foxmenu Foxkey *Read*.
➔If the text message runs over several lines, use the navigation key to scroll.

Delete

Delete text message:
Press Foxmenu > Foxkey *Delete*.
➔The text message is deleted; the next text message is retrieved from the memory.

Or:
Press Foxmenu > *Menu* > *Text message* > *Inbox* to select the text message and continue as described above.

Note:
You can select and read a new text message even during an active call using *Text message* > *Inbox*.

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

All the functions you can save under a configurable key can be found in chapter "Function selection for configurable key", page 95.

Picking up a call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

Menu	Press Foxmenu > Foxkey *Menu*.
Call features	Scroll to *Call features* and press the *Select* Foxkey.
Pick up	Scroll to *Pick up* and confirm with the *Ok* Foxkey.
User	Scroll to *User* and confirm with the *Ok* Foxkey. ➔The display shows the number of the phone from which you last picked up a call.
<Phone number>	Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* Foxkey. ➔You are now through to the caller.

Acknowledging an appointment call

You obtain an appointment call and *Appointment call* is displayed. Without an acknowledgement the appointment call will ring for 1 minute.

Notes:
- If you activated forwarding, the appointment call is not forwarded.
- If you are in call, the appointment call is made as soon as you end the call.
- An appointment call can only be set using a function code, see chapter "Function commands, function codes", page Seite 98.

Answer

Confirming an appointment call:
Press the *Answer* Foxkey.
➔The appointment call is terminated.

Actions following an alarm

You obtain an alarm or an appointment reminder on your phone display. Depending on the system configuration you can choose from the following possible actions.

Confirm

Confirming the alarm:
Press the *Confirm* Foxkey.
➔Ends the alarm.

Repeat

Repeating the alarm:
Press the *Repeat* Foxkey.
➔Repeats the alarm.

Read

Reading the alarm:
Press the *Read* Foxkey.
➔Displays detailed information; the alarm is not deleted.

Delete

Deleting the alarm:
Press the *Delete* Foxkey.
➔Deletes the alarm.

Activating/deactivating DTMF mode

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each keystroke generates a tone. If for example you enter a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated (see Chapter "Configuring the DTMF mode", page 83). DTMF is activated as the default dialling mode.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

You're in a call and the DTMF mode is generally deactivated. You want to activate the DTMF mode temporarily:

DTMF

Press Foxmenu > Foxkey *DTMF*.
→The display shows *Enter number DTMF*. You can now enter the DTMF characters.

Reset

Resetting DTMF mode:
Press Foxmenu > Foxkey *Reset*.

Note:
When you hang up, the DTMF mode is automatically deactivated again.

Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a function code and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

<Function code>

1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Pick up the handset.
➔The phone number displayed is dialled.

Note:
When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

<Function code>

Or:
1. Enter function code #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.

➔The phone is now enabled; the external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 84 or use the function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Paging an internal user using the general bell

You are unable to reach an internal user and thus want to page them.

When general bell is configured in the system, you can search for an internal user using the general bell. The paged person can answer from any phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Page

Scroll to *Page* and confirm with the *Ok* Foxkey.

<Phone number>

Enter the phone number f the person to be paged and confirm with the *Ok* Foxkey.
➔User is called and receives your phone number.

Answering a general bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any phone.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Pick up

Scroll to *Pick up* and confirm with the *Ok* Foxkey.

General bell

Scroll to *General bell* and confirm with the *Ok* Foxkey.

<Phone number>

Enter your own phone number and confirm with the *Ok* Foxkey.
➔You are now connected with the person who is trying to reach you.

Note:
You can also answer a general bell using the */# procedure *82 (personal ringing pattern) and *83 (ringing signal).

Activating/deactivating a discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.

Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a function key (see chapter "Configuring keys", page 92).

Discreet ring

In the idle state:
Press the function key for *Discreet ring*.
➔Discreet call is activated, ♫ is displayed.

Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR Permanent*.
- To suppress your call number display for certain calls only, select the function*CLIR Per call* before dialling your party's call number.

This function must be stored under a function key (see chapter "Configuring keys", page 92).

You can also execute the function with a function code (see "User's Guide Function Codes" on the *Aastra DocFinder*).

CLIR

Before the call:
Press the function key for *CLIR*.

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

Tracking a malicious call

Your are being threatened or molested by a call. You want to identify the caller.

Using the (*MCID*: Malicious Call Identification) function the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a function key (see chapter "Configuring keys", page 92).

MCID

During a call:
Press the function key for *MCID*.

MCID

After the call do not hang up: press the function key for *MCID* while you hear the busy tone.

Activating personal call routing

You wan to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the five call routings (One-number user concept, see chapter "Purpose and function", page 7), you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

This function can also be stored under a configurable key (see chapter "Configuring keys", page 92).

Menu

Activating personal call routing:
Press Foxmenu > Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Pers. call routing

Scroll to *Personal call routing* and press the *Modify* Foxkey.
➔You are prompted to enter your PIN.

<Call routing>

Select the required routing and confirm with the *Ok* Foxkey.
➔Personal call routing is activated.

Reset

To deactivate personal call routing:
Using *Menu* > *Activated features* > *Reset* you can deactivate the *Personal call routing*.

<Call routing>

Renaming personal call routing:
Press *Menu* > *Settings* > *General* > *Personal call routing* > *Modify*.

Activating ring alone

You wan to specify which of your phone shall ring when you receive a call.

When your system administrator has set up a phone number with several phones (One-number user concept, see chapter "Purpose and function", page 7), you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones (). An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

Note:
When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a function key (see chapter "Configuring keys", page 92).

Ring alone

In the idle state:
Press the function key for *Ring alone*.
→Ring alone is activated/deactivated.

Silent intrusion

Silent intrusion is a variant of the *Intrusion* function and is used mainly in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike Intrusion you will receive neither a visual nor an acoustic signal.

This means you cannot reject Silent intrusion. The third user's microphone remains switched off. He can however intrude on the call at any time by enabling his microphone or pressing the *Intrusion* function key.

Your system administrator can allocate this function to a configurable key.

Notes:
- Silent intrusion has to be enabled. Contact your system administrator for more information.
- Silent intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances.
- If you intend to use this function notify your call party in advance.

<Phone number>

1. Enter the call number of the user you want.
2. Once the busy tone sounds, press key 4.
→Silent intrusion is activated.

Free seating

You do not have your own workplace and share desk and phone with other employees.

Log in:

Free Seating lets you log in on a phone configured for that purpose. Once you are logged in, your personal call lists, phone book and all your other personal settings and Hotkeys are available to you immediately.

If your profile contains expansion key modules, but the phone you have logged in to does not, the keys in question will not be available to you. Various sequences of expansion key modules are correctly recognised.

Notes:
- You can only log in to a phone if no other user has yet logged in to that phone for free seating purposes.
- You can only log on once to a Free Seating phone. The moment you log in to another free seating phone, you are automatically logged off the original phone.

Log out:

To free up a phone, you need to log off again. To ensure a phone is not blocked for other users if you forget to log off, your system administrator can set up a logoff process with an automatic time limit:

- After a certain amount of time after login (e.g.after 6 hours and 30 minutes).
- At a certain time (e.g. 6.30pm)

Notes:
- If no user is currently logged on to a Free Seating phone, depending on the system configuration only emergency calls can be made from that phone.
- As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.

Log in

Log in free seating:
Press Foxmenu > Foxkey *Log in*.
Or:
Free seating can also be selected using the menu: *Menu* > *Settings* > *Log in*.

<Call number, PIN>

Enter call number and PIN and confirm with the *Ok* Foxkey.
➔You are now logged in and can use the free seating phone with your personal settings.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 84 or use the function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Log out

Log out free seating:
Press Foxmenu > Foxkey *Log out*.
➔The display with the call number is displayed.
Depending on the system configuration enter the PIN and confirm with the *Ok* Foxkey.
➔You are now logged off; the free seating phone is now available again to other users.

Note:
You are automatically logged off if your system administrator has set up an automatic logoff process.

Hotline

The hotline is typically used for lift phones, emergency phones, or for baby alarms or hotline in the hospitality/hotel branch.

A user needs help and picks up the handset or presses the loudspeaker key. The user is automatically routed to the preconfigured hotline destination number stored in the communication server. The person responsible answers the call and is connected with the user seeking help.

Alarm cancellation delay: Your system administrator can set a delay (0-60 seconds, depending on the Aastra system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up. Contact your system administrator for more information.

User needs help:
User picks up the handset of his phone or presses the loudspeaker key.
➔A connection with the hotline number is automatically set up after a predefined time without the user having to do anything else.

Note:
The hotline is integrated in your communication system. Information on hotline alarm with Aastra Alarm Server can be found in the chapter "Hotline Alarm", page 75.

Functions with OpenCount

OpenCount is a software package used for the call logging management on the communication system. The application can be integrated into your Aastra communication system and enables the logging, the administration, and the analysis of all call and connection data.

If a OpenCount[b] is integrated in your Aastra communications system, the following additional features are also available on your phone.

PIN telephony

The PIN telephony[b] is part of OpenCount. The possible applications of the PIN telephony depend on the area of use, for example in the area of health care and accommodation/hotel:

- Independently from the phone you can make external calls for a fee. The credit may be limited
- You can charge the charges and the call information of your outgoing and incoming calls to specific projects.

For further information refer to the product-specific OpenCount user's guides on our webpages (*www.aastra.com*) or contact your system administrator.

Functions with Aastra Alarm Server

If a Aastra Alarm Server is integrated in your Aastra communications system, the following additional features are also available on your phone.

Direct response

Direct response[b] is mainly used by nursing staff in the health care sector or in a care facility as well as in all other fields where an Aastra Alarm Server is used.

A patient needs help and presses the alarm button. The Aastra Alarm Server sends a visual (e.g. "Alarm Room 20") and during 10 seconds also an acoustic alarm signalling to the responsible nursing staff's phone. Using the *Direct response* function the nursing staff can set up a call connection to the patient. The patient's phone automatically answers the call in hands-free mode and enables the nursing staff to ask about the patient's condition and to take the appropriate measures.

The use of this feature is subject to the following prerequisites:

Staff phone:

Your phone must be capable of signalling alarm signals from the Aastra Alarm Server.

Patient phone:

The patient phone must support the *Announcement* function and allow hands-free operation. Both settings have to be activated. If the phone does not support this function, the response procedure is as follows:

- Analogue phones ring in the normal way. The patient himself must answer the call.
- Aastra system phones set up a one-way call connection: as with an announcement the patient hears the nursing staff, but the nursing staff cannot hear the patient. A conversation can only be had once the patient answers the phone.

What happens if a nursing staff is busy or doesn't answer the alarm, or if no connection can be set up depends on the system configuration of the Aastra Alarm Server. Contact your system administrator for more information.

Direct response after an alarm has been triggered:
Patient needs help and presses the alarm button.

Direct response

Speaking directly with patients:
Press the *Direct response* Foxkey on the staff phone.
→Nursing staff's phone sets up a connection with the patient's phone. Patient's phone automatically answers in hands-free mode.

Confirm

Confirming the alarm:
Press the *Confirm* Foxkey on the staff phone.
➔The alarm ends and the alarm signal is deleted from the staff phone.

Ignore

Ignoring an alarm:
Press the *Ignore* Foxkey on the staff phone.
➔The alarm remains active and the alarm signal is deleted from the staff phone.

Deleting the alarm:
You can delete the alarm directly from the alarm button next to the bed.
➔The alarm ends and the alarm signal is deleted from the staff phone.

Direct response without a triggered alarm:
You can execute the direct response function without the patient having triggered an alarm first. This function must be stored under a function key (see chapter "Configuring presence/presence profile", page 92).

Note:
Direct response is a special variation of the intercom feature (see "Starting an announcement", page 42). The differences are as follows:

- Direct response can only be used with a specifically configured Aastra Alarm Server.
- Direct response can only be triggered using the *Direct response* Foxkey once an alarm is received.

Hotline Alarm

The hotline alarm[b] is mainly used by nursing staff in the health care sector as well as in all other fields where an Aastra Alarm Server is used.

A user needs help and picks up the handset or presses the loudspeaker key. Thereafter, he is automatically routed to the hotline destination number preconfigured in the Aastra Alarm Server, i.e. to the responsible nursing staff. The nursing staff answers the call and is connected with the user seeking help.

Alarm cancellation delay: Your system administrator can set a delay (depending on the Aastra system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up.

If the hotline destination number (i.e. the nursing staff) is busy, the call is routed according to the system configuration. Contact your system administrator for more information.

Hotline (for internal users):

User needs help:
User picks up the handset of his phone or presses the loudspeaker key.
→A connection with the hotline number is automatically set up after 30 seconds or any predefined time without the user having to do anything else.

Hotline (for external users):

User needs help:
User presses the alarm button or directly dials the hotline destination number.
→The connection with the Hotline number is set up.

Note:
Unlike the hotline feature (see chapter "Hotline", page 71) hotline alarm can only be used with a specifically configured Aastra Alarm Server.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special function code. You can then enter the function commands and function codes.

<Function code>

Using remote control from a third-party phone:

1. Enter function code #06.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the function code for activating/deactivating the function you want.

Pick up the handset.
→You hear the acknowledgement tone.

Put the handset on-hook.
→The function is activated/deactivated.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 84 or use the function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Organisation within the team

This section explains the different options provided by your phone to communicate in a team.

Using the Team key

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team.

When a team partner makes a call, the corresponding Team key lights up; this tells you when a team partner is busy. The Team key flashes to indicate that the team partner is receiving a call.

Calling a team partner

You want to call a team partner as quickly as possible.

Requirement: You have configured a configurable key as a Team key and stored the team partner's phone number under it (see Chapter "Configuring keys", page 92).

Press the Team key for the team partner.
→The phone number and possibly the name of the team partner appear on the display. The team partner is called.

Substituting for a team partner

Your team partner is called. The Team key flashes. You know that your team partner is not at his desk at present and therefore decide to answer the call.

You can answer the call using the Team key. As soon as you have answered the call, your team partner is free again.

While the Team key is flashing:
Pick up the handset.
→You hear the dialling tone.

Press the Team key.
→You are through to the person who is calling your team partner.

Note:
Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset (see chapter "Store a team partner under a key – team key", page 94).

Starting an announcement to a team partner

You want to tell a team partner something without waiting for a reply.

With the Team key you can initiate an announcement to a team partner.

Requirement: It is essential that the team partner has not barred his phone against announcement (for configuration see the Chapter "Activating protection against call types", page 86).

Initiating an announcement to a team partner using a handset:
Pick up the handset.
→You hear the dialling tone.

< 2x short>

Press the Team key for the team partner twice in quick succession.
→You hear the acknowledgement tone. The display shows *Announcement:*
You can start talking.

< 2x short>

Initiating an announcement to a team partner using hands-free mode:
Press the Team key for the team partner twice in quick succession.
→You hear the acknowledgement tone. The display shows *Announcement:*
You can start talking.

Note:
Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset (see chapter "Store a team partner under a key – team key", page 94).

Personalizing your phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

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Display

This section explains how to set display properties.

Setting the display

You may find the display is too bright or too dark.

You can adjust the *Display contrast*.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Display

Scroll to *Display* and press the *Select* Foxkey.

Display contrast

Scroll to *Display contrast* and press the *Modify* Foxkey.

<Display setting>

Select the required setting and confirm with the *Ok* Foxkey.
➔The setting is stored.

Ok

Hide "Wake-up call has expired"[a]:
Press the *Ok* Foxkey.
➔Wake-up call status is set to OFF.

Delete

Delete "Wake-up call has expired"[a]:
Press the *Delete* Foxkey.
➔In case of daily wake-up call, the wake-up call status is reset. Otherwise, the wake-up call status is set to OFF.

Setting the ringing properties (Audio)

This section explains how to set your phone's ringing tone properties.

Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.

–|+	Quieter: Press the –-key.
–|+	Louder: Press the +-key.

Setting the volume during a call

You want to adjust the volume while in a call. You have to set the volume of handset and loudspeaker separately.

The new volume will remain stored even after the call is ended.

–|+	Quieter: Press the – key during the call.
–|+	Louder: Press the + key during the call.

Note:
The volume cannot be modified if you are in a call in edit mode and if the DTMF mode is activated (see Chapter "Configuring the DTMF mode", page 83).

Setting the ringing properties

You want to change the way in which your phone rings.

You can adjust the *Ringing volume*, the *Internal melody*, the *External melody* and the *Speed*.

If you do not want to be disturbed during a certain time, you can set your phone not to ring with Suppress ring tone. Deactivated ringing is displayed with ♫.

Note:
Please note that the ringing volume may be reduced if Aastra 5361 is not connected to the power supply.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Audio

Scroll to *Audio* and press the *Select* Foxkey.

<Audio setting>

Scroll to the required audio settings and press the *Modify* Foxkey.

<Audio setting>

Select the required setting and confirm with the *Ok* Foxkey.
→The setting is stored.

Note:
To list to all the settings, use the *Test* Foxkey.

Play alarm melodies

A list of the *Alarm melodies* is for listening under *Menu* > *Settings* > *General* > *Alarm melodies* available.

General settings

This section explains other settings you can make on your phone.

Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "*" in front of the word for "language" in the language of your choice, e.g. "*Language" for English.

Menu

Press Foxmenu, then Foxkey *Menu*.

**Language*

Scroll to **Language* and press the *Modify* Foxkey.
→The set language is displayed with ☑.

<Language>

Select the required language and confirm with the *Ok* Foxkey.
→The display text appears in your selected language.

Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

DTMF

Scroll to *DTMF* and press the *Modify* Foxkey.

<DTMF setting>

Activate or deactivate DTMF and confirm with the *Ok* Foxkey.
→The setting is stored.

Changing the PIN

You want to change the PIN used to lock/unlock your phone (see chapter "Locking your phone", page 57 and "Unlocking your phone", page 58).

The digit combination "0000" is set as default. You can select any 2 to 8-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the default setting. Depending on the system settings the function may not be available.

Note:
Your PIN applies to all your phones.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

PIN

Scroll to *PIN* and press the *Modify* Foxkey.
➔The display shows *Old PIN*.

<Old PIN>

Enter the old PIN and confirm with the *Ok* Foxkey.
➔The display shows *New PIN*.

<New PIN>

Enter the new PIN and confirm with the *Ok* Foxkey.
➔The display shows *Confirm*.

<New PIN>

Enter the new PIN a second time and confirm with the *Ok* Foxkey.
➔The new PIN is stored.

Notes:
- For each digit entered, the display shows an "*".
- You can also change the PIN with function code *47 (see "User's Guide Function Codes" on the *Aastra DocFinder*).

Identifying the communication system

This phone can be connected to different Aastra communications systems. You can verify to which system your phone is connected to.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Own ID

Scroll to *Own ID* and press the *Select* Foxkey.
→Name, call number and communication system are displayed.

Local IP settings (Aastra 5361ip)

The IP-relevant data for your phone is stored in this menu. The input of this data is password-protected; it can therefore only be carried out by your system administrator. You can however call up the data.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Local settings

Scroll to *Local settings* and press the *Select* Foxkey.
→IP-relevant settings retrievable.

Protect yourself against calls

This sections explains how you can protect yourself against other users applying telephony features on you via menu guidance or using function codes.

Activating protection against call types

You want to protect yourself against certain types of calls.

You can set the settings so that the following functions, where available in your communications system, are not allowed on your phone.

- *Do not disturb*: Incoming calls are automatically forwarded to a specific destination.
- *Call waiting*: You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- *Intrusion*: A third participant can intrude into your active call and listen to your conversation.
- *Announcement*: You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
- *Call forwarding*: Incoming calls are forwarded directly to your phone.

Ask your system administrator whether these functions are enabled on the system.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Protection

Scroll to *Protection* and press the *Select* Foxkey.

<Protection setting>

Scroll to the required protection settings and press the *Modify* Foxkey.

<Protection setting>

Select the required setting and confirm with the *Ok* Foxkey.
➔The setting is stored.

Note:
You can deactivate an activated protection using Foxmenu > *Menu* > *Activated features* > Foxkey*Reset*.

Phone Book Management

This section explains how to create a new entry in the phone book and how to edit or delete an entry.

Creating a new phone book entry

You want to store your own phone numbers. You can store your own phone numbers in the private phone book.

Press the phone book key.

Private contacts

Scroll to *Private contacts* and press the *Select* Foxkey.

New

Press Foxmenu > Foxkey *New*.

<Name, phone no.>

Enter the user's name and confirm with the *Ok* Foxkey.
→The contact is now stored.

Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

Note:
You cannot modify entries in other phone books.

Press the phone book key.

Private contacts

Scroll to *Private contacts* and press the *Select* Foxkey.

<Entry>

Changing an entry:
Select the entry you want and press Foxmenu > Foxkey *Edit*.

<Name, phone no.>

Modify the contact data and confirm with the *Ok* Foxkey.

<Entry>

Deleting an entry:
Select the entry you want and press Foxmenu > Foxkey *Delete*.
➔The entry is now deleted.

Configuring voice mail

This section explains how to set your voice mail.

Managing personal greeting

You have the possibility to record up to 3 different greetings (e.g.for Absent or Vacation). Give each greeting the relevant name.

Depending on the system configuration a caller may or may not be able to leave a message (for the symbols see chapter "Display symbols", page 17).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.

Menu

Press Foxmenu, then Foxkey *Menu*.

Voice mail

Scroll to *Voice Mail* and press the *Select* Foxkey.

Greetings

Scroll to *Greetings* and press the *Ok* Foxkey.

<Greeting>

Renaming greeting:
Select the greeting you want and press Foxmenu > Foxkey *Edit*.
➔Give each of your personal greetings the relevant name and confirm with *Ok*.

<Greeting>

Record the greeting:
Select the greeting you want and press Foxmenu > Foxkey *Record*.
➔Now record your personal greeting text.

Note:
Record your text through the handset.

<Greeting>

Playback the greeting:
Select the greeting you want and press Foxmenu > Foxkey *Play*.
➔You can monitor your personal greeting text and re-record it if necessary.

<Greeting>

Selecting the greeting:
Select the greeting you want and confirm with Foxmenu > Foxkey *Ok*.
➔The announcement last recorded is automatically activated.

Notes:
- To find out how to configure call forwarding to your voice mail, refer to the chapter "Forwarding to voice mail", page 55.
- For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

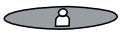
Configuring presence/presence profile

Do you want to manage your incoming calls taking your current presence status into account (see chapter "Organizing absences using the presence key", page 49).

You have a choice of 5 presence profiles for controlling your presence status: *Available*, *Absent*, *Meeting*, *Busy*, *Not available*. Presence profiles contain action commands that are executed when the presence status is activated. This may be a call forwarding to a voice mail and/or a predefined personal call routing.

For each of these presence profiles you can make the following settings:

- *Description*: Type in the text to be displayed to other users as detailed information when they poll your presence status (e.g. "meeting until 4 pm"). You can also leave this input field blank.
- *Time/date*:
  Type in the time and/or date of your absence: This information is played to your caller, providing you selected the *Absence information* setting for call forwarding to voice mail. You can also leave this input field blank.
- *Personal call routing*: Specify the phones on which a call is to be signalled (see chapter "Activating personal call routing", page 68).
  - *Keep settings as is*: Calls are routed according to your settings.
  - *Call routing ID <1...5>*: Your personal call routing number.
- *Call forwarding*: Specify where you want a call to be forwarded to (see chapter "Forwarding calls (Call forwarding)", page 53).
  - *Keep settings as is*: Calls are routed according to your settings.
  - *Call forwarding off*: any configured call forwarding operation is deleted.
  - *User*: a call is channelled to the defined forwarding destination.
  - *Voice mail*: a call is forwarded to voice mail. The greeting to be played back can be configured with voice mail greeting.
- *Voice mail greeting*: Activate the greeting you want.
  - *Keep settings as is*: your currently defined greeting is used.
  - *Absence information*: your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the *Available* presence profile. More information can be found in the chapter "Absence information", page 52.
  - *Standard greeting*: the global greeting is played back to your caller.
  - *Personal greeting*: If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the personal greetings.
    The time and date are never given in the global greeting and personal greetings.



To open the presence menu:
Press the presence key.
Or:
Press the function key for *Presence menu* (storing function key see the chapter "Store a function under a key – function key", page 93).
Or:
The presence menu can also be selected using the menu: *Menu* > *Settings* > *General* > *Presence menu*.
➔Presence menu is displayed.

Modify

Set the function key for presence profile:
1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.
2. Make the setting you want and confirm with the *Ok* Foxkey.

➔Presence profile is changed.

To change the presence profile:
1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.
2. Make the setting you want and confirm with the *Ok* Foxkey.

➔Presence profile is changed.

Modify

Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Configuring keys

This section explains how to assign phone numbers and functions to a Foxkey or configurable key.

Available keys

You can select the following keys for configuration purposes:

Presence key: Preconfigured as presence menu. You can also store call numbers or functions. The key assignment is retrievable at any time.

Configurable Keys: You can assign call numbers or functions to one of the 10 configurable keys. The key assignment is retrievable at any time.

Note:

You can assign each key with a specific action type so you can trigger a particular action by simply pressing that key. Choice available:

- *Number key*: To store the phone number
- *Function key*: Activate/deactivate or execute a function
- *Team key*: Organisation within the team

Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each configurable key you can store two call numbers and the associated names. The key automatically becomes a number key.

The system administrator can disable any possibility of modifying the configuration of a key that has already been configured.

<long>

To store a phone number under a configurable key/presence key:
Press the key and hold it down for a moment.
➔Display shows choice of key types.

Number key

Scroll to *Number key* and press the *Select* Foxkey.
Enter phone numbers and names and confirm with the *Ok* Foxkey.

Notes:
- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.

Store a function under a key – function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

- activate the function with the first keystroke,
- and deactivate the command again with a second keystroke.

Storing a function under a key (from a predefined selection of functions):

<long>

Storing a function under a configurable key/presence key:
Press the key and hold it down for a moment.
➔Display shows choice of key types.

Function key

Scroll to *Function key* and press the *Select* Foxkey.
➔The currently set function is displayed with ☑.

<Function>

Select the function you want and press the *Select* Foxkey.
➔The further prompting depends on the function (see Chapter "Supplementary features", page 31). Once you have made all the settings, the function is stored under the key.

Notes:
- The selection of functions can be found in the chapter "Function selection for configurable key", page 95.
- In addition to the large number of predefined functions you can also write your own function. For more information please refer to the chapter "Function commands, function codes", page 98.

Store a team partner under a key – team key

Together with other members you wish to organise yourself into a team so that on the one hand you can always be reached as a team and, on the other, to ensure mutual substitution. You can configure a configurable key as a Team key and then assign it to a team partner. One team key is configured for each team member, allowing you:

- to call one another with a single keystroke;
- to answer an incoming call for another team member with a single keystroke;
- and to select whether the flashing team key should be complemented by a ringing tone whenever a team partner is called. You can configure a ringing delay for the ringing tone;
- to choose between answering directly using automatic hands-free operation, picking up the handset, and pressing the Team key.

The following audio settings are possible: *Ring*, *Melody*, *Speed*, *Answer*.

Notes:
- A Team key can only be allocated to a configurable key.
- To find out how to use a Team key, refer to the Chapter "Using the Team key", page 77.

<long>

Press the configurable key and hold it down for a moment.
➔Display shows choice of key types.

Team key

Scroll to *Team key* and press the *Select* Foxkey.

<Call number, name>

Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* Foxkey.
➔The display shows the properties with which you can configure the team key.

<Audio setting>

Set the Audio settings:
Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.
➔The setting is stored.
Setting possibilities for ringing:
- *Off* for no ringing tone, *On* for instant ringing tone *After10s*, *After20s* and ringing tone *After30s* and confirm with *Ok* Foxkey.
- You can listen to each setting using the *Test* Foxkey.

Answer

Setting the answering mode:
Scroll to *Answer* and press the *Modify* Foxkey.
Select the required setting and confirm with the *Ok* Foxkey.
➔The setting is stored.
Setting possibilities for answering:
Key to answer the call by pressing the Team key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

Notes:
- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

Clearing a key

You want to clear the assignment made to a configurable key.

Select the function *No function* to delete the function key assignment.

<long>

No function

To clear a configurable key:
Press the configurable key and hold it down for a moment.
➔The display shows the key type.
Scroll to *No function* and confirm with the *Ok* Foxkey.
➔The key configuration is cleared.

Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and function code can be found in chapter "Formulating functions", page 98.

Function	Description
No function	Select this function to delete the function key assignment.
Call Forwarding	With this function you forward incoming calls directly to a different destination. For further information refer to chapter "Forwarding calls (Call forwarding)", page 53.
Call forwarding if busy	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to chapter "Forwarding calls (Call forwarding)", page 53.

Function	Description
Call Forwarding on No Reply	With this function you forward incoming calls you receive on your phone to another destination. For further information refer to chapter "Forwarding a Call on No Reply (CFNR)", page 54.
Switch group x	This function lets you route calls and functions via switch groups. Each switch group has three switching positions. The default position is 1.
Control output	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
Welcome announcement	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
Protection	This function protects you against Call Waiting and Announcement. For further information refer to chapter "Activating protection against call types", page 86.
Remote maintenance	This function lets you set remote maintenance access to your phone on a one-off basis of permanently.
MCID	This function lets you track and record a malicious call. For further information refer to chapter "Tracking a malicious call", page 67.
Agent	The call routing of calls in the queue can be controlled using an agent.
User group	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
Home alone	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
Free configurable	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key. For further information refer to chapter "Formulating functions", page 98.
CLIR	This function lets you prevent your call number from being displayed to the caller. For further information refer to chapter "Suppressing your call number from your called party's terminal display", page 67.
Deflect	This function lets you deflect an incoming call to another user. For further information refer to chapter "Deflect a call during the ringing phase", page 39.
Park	With this function you put your call partner on hold without using a phone line as a result. For further information refer to chapter "Parking a call partner", page 47.

Function	Description
Do not disturb	With this function incoming calls are automatically forwarded to a specific destination. For further information refer to chapter "Activating protection against call types", page 86.
Discreet ring	With this function the phone rings only once. For further information refer to chapter "Activating/deactivating a discreet ring", page 66.
Voice mail greeting	This function allows you to activate/deactivate the greeting you want. For further information refer to chapter "Managing personal greeting", page 88.
Ring alone	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to chapter "Activating ring alone", page 68.
Personal call routing	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to chapter "Activating personal call routing", page 68.
Personal call routing menu	Menu for selecting the personal call routing. For further information refer to chapter "Activating personal call routing", page 68.
Activate/deactivate ring tone	With this function the phone does not ring. For further information refer to chapter "Setting the ringing properties", page 82.
Fast take (Pick up a Call)	You can take an incoming call or an active call from another phone to your phone. *Fast Take* must be enabled. Contact your system administrator for more information.
Presence menu	Menu for selecting a presence profile. For further information refer to chapter "Organizing absences using the presence key", page 49.
Presence profile	This function allows you to activate/deactivate a presence profile. For further information refer to chapter "Organizing absences using the presence key", page 49.
Call recording	This function allows you to record an active call. The recordings are stored in your individual e-mailbox only. For further information refer to chapter "Recording a call", page 47.
Direct response	This function allows you to set up a call connection to a patient in hands-free mode. For further information refer to chapter "Direct response", page 73.
PIN call	Independently of the phone, you can, for a fee, make external calls. The credit may be limited For further information refer to chapter "PIN telephony", page 72.
PIN call rebook	You can charge the charges and call information of your outgoing and incoming calls to certain projects. For further information refer to chapter "PIN telephony", page 72.

Formulating functions

This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and function codes and how to assign it to a key.

Function commands, function codes

You can use the predefined selection to allocate functions to a configurable key (see chapter "Store a function under a key – function key", page 93). You can also write your own functions using function commands and function codes (select *Free configurable* function). The function commands are listed here; the function codes can be found in the User's Guide "User's Guide Function Codes" on the *Aastra DocFinder.*

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number.

The following function commands are available:	
"A"	Seize line with highest priority
"I"	Seize line
"H"	Seize line in hands-free mode
"X"	Disconnect
"P"	Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
":"	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line

Other formulation examples:	
"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")

Formulating a function code and storing it under a key (example: "Activate presence status"):

<lang>

Keep the key you want pressed down for approx. 2 seconds.

Or:

The keys are also available via the menu: *Menu* > *Settings* > *Keys* > *Key*/*Foxkey*.

Frei konfigurierbar

1. Function key > select function *Free configurable*.
2. Type in a name: e.g. "Absent" or use a standard name.
3. Type in the first number: I*27118002311#.
   I = Seize line
   *27 = function code for activate presence status
   1 = presence profile 1 (absent)
   1800 / 2311 = time and date until which you are absent
4. Type in the second number: I#27.
   I = Seize line
   #27 = function code for deactivate presence status
5. Press the *Save* Foxkey.
   ➔Key assignment is stored.

Notes:

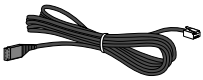
- Text mode has to be activated before you can enter function commands.
- Functions that are not available via the menu can be activated using function codes (see "User's Guide Function Codes" on the *Aastra DocFinder*).
- You can only activate certain function codes if the same function cannot be obtained via the menu.
- The availability of certain function code may be restricted depending on the system and software version.

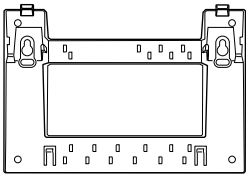
Installation and first-time operation

These sections explain the setup options available with your phone.

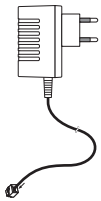
Equipment provided *101*
Options *101*
Setting up and mounting the phone *102*
Connect Aastra 5361 ..... *105*
Connect Aastra 5361ip *106*

Equipment provided

Telephone and handset	Handset connection cable	Telephone connection cable Aastra 5361
		

Stand rest; can also be used as a mounting frame for wall mounting	Quick User's Guide and safety information
	

Options

Plug-in power adapter


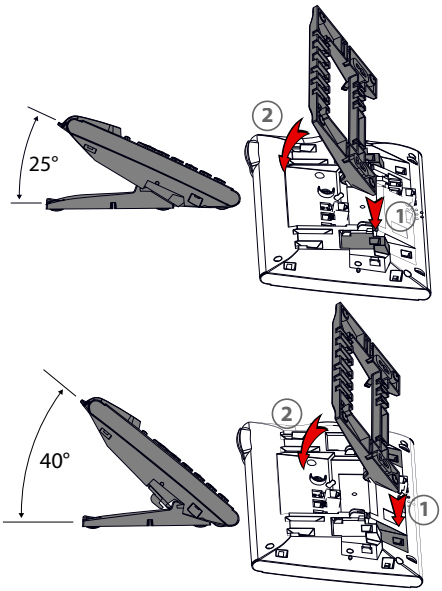
Setting up and mounting the phone

With the aid of the supplied stand rest you can set up the phone as a desk phone or mount it to the wall.

Setting the phone up as a desk phone

You can set up the phone either at a 40° or a 25° angle. To do so, insert the stand rest in different positions into the back of the phone until it snaps into place.

- Insert the stand rest as indicated on the installation diagram until it snaps into place.
- Connecting the handset: Plug the connector on the shorter straight extremity of the handset cord into the socket on the handset. Plug the connector at the loose extremity of the cord into the handset socket on the underside of the phone. To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the phone as indicated in chapter "Connect Aastra 5361", page 105 and "Connect Aastra 5361ip", page 106.

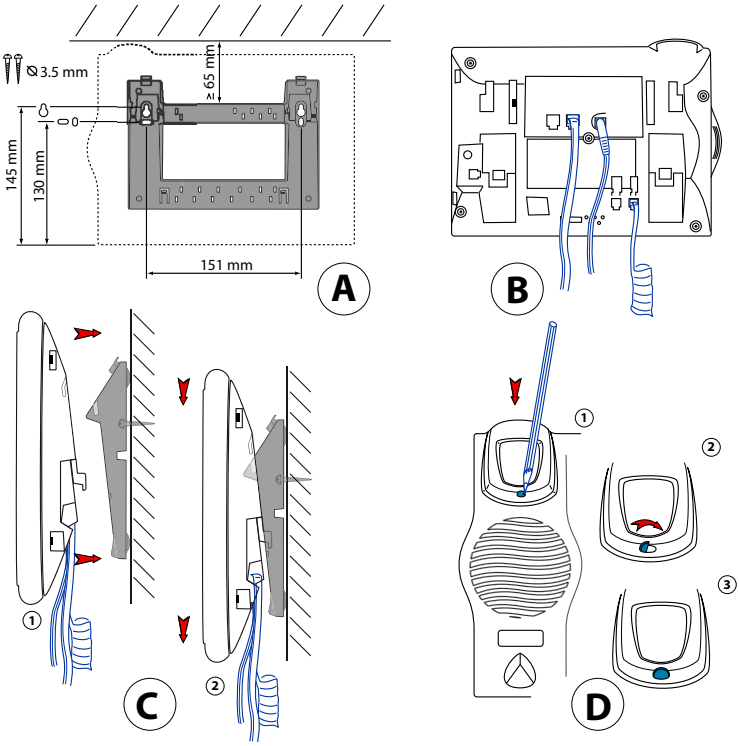


Wall mounting

You can also mount the phone on the wall. To do so, screw the stand rest onto the wall as a bracket and hook the phone onto the stand rest.

Note:
As there is only a limited amount of space between the sockets on the back of the phone and the wall on which it is mounted, you need to use a ribbon cable with a short connector for the cord. Ask your dealer for a list of suppliers for a suitable ribbon cable (only Aastra 5361ip).

- Fit the screws for securing the stand rest and mount the stand rest (Figure A).
- Connect the handset and phone cord to the phone (Figure B). For the correct connection assignment refer to Chapter "Connect Aastra 5361", page 105 and "Connect Aastra 5361ip", page 106.
- Insert the phone into the stand rest horizontally (Figure C-1) and slide downwards (Figure C-2).
- Unscrew the cams for holding the handset (Figures D-1 to D-3).
- Insert the handset.



Dismantling

Desk phone:

- Disconnect the phone cord and remove.
- Carefully pull the stand rest away in the opposite direction.

Wall set:

- Carefully slide the phone upwards out of the stand rest.
- Disconnect the phone cord and remove.

Connect Aastra 5361

Connections

Telephone connection

Connecting the handset

Connecting your phone to the system

- Plug the connector on the phone cord on the underside of the phone into the socket with the phone symbol.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Plug the other end of the cable into the phone socket outlet.
- Set channel selector switch on the underside of the phone. Contact your system administrator for more information.

Logging your phone on

Your system administrator has to prepare the system before you can log on your phone.

Connect Aastra 5361ip

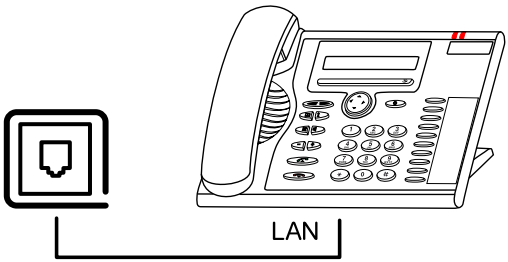
IP connections

LAN Connecting to the IP network

Connecting the handset

Connecting the power supply

Note:
Your system administration will take care of the IP addressing and the commissioning of the phone. The IP addresses and other information about your phone is available in the setting mode.



Connecting your phone to the LAN

This phone communicates via the same connection as your PC (IP network / LAN). This means you do not need a special phone connection. Ask your system administrator if you have any doubts about your phone's connection.

- Connecting the LAN cord (not included in the scope of delivery) to a LAN socket.
- Plug the connector at the loose end on the underside of the phone into the LAN socket.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.

Connecting the power supply

If your LAN supports Power-Over-Ethernet (PoE), the phone will be powered via the LAN cord and you will not require a power adapter.

If your LAN does not support PoE or if you have installed a switch between the LAN and the phone that does not support PoE, you will need the optional power adapter to power the phone.

Note:
Only use the optional original plug-in power adapter.

- Plug the round connector of the power cord on the underside of the phone into the power socket.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the power supply to the mains power.

Logging the IP phone

Your system administrator has to prepare the system before you can log on your phone.

Further information

The following sections contain more useful information about your phone.

Troubleshooting 109
Declaration Open Source Software (Aastra 5361ip) 110
Communication system and software versions 111

Troubleshooting

This section contains a few tips on how to operate your phone if you encounter any problems.

Malfunctions

Your call partner cannot hear you or you cannot hear your call partner
Make sure the handset cord is correctly plugged into both the handset and the phone (see chapter "Installation and first-time operation", page 100).

Handset off-hook, no dialling tone, no display
Make sure the phone cord is correctly plugged in to both the phone and the LAN socket (see chapter "Installation and first-time operation", page 100).

Display shows "Not configured", handset off-hook, no dial tone
Your phone has not been assigned a call number. Contact your system administrator for more information.

The display reads: "Trying to register"
The telephone cannot be registered. Contact your system administrator for more information.

Display is working, but connection is not possible
Your phone may be locked. Unlock your phone (see chapter "Unlocking your phone", page 58).

Freely configurable keys cannot be configured
The configuration may be locked. Unlock your phone (see chapter "Unlocking your phone", page 58). The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

Insufficient display contrast
The setting for the display contrast is inadequate. Change the setting (see chapter "Setting the display", page 80).

Only emergency calls are possible
You may want to telephone from a Free Seating phone, but have not logged on to it. Log on to the phone (see Chapter "Free seating", page 70).

Phone calls can be made, but no names are displayed; the key configuration is missing, and the phone does not respond to function commands
Restricted mode following a software update without update licence.

Note:
For all other messages, faults and questions you may have, contact your system administrator.

Declaration Open Source Software (Aastra 5361ip)

About Open Source Software

This product contains Open Source Software from third-party suppliers subject to the GNU licence provisions GPL (GNU General Public License) and LGPL (GNU Library/Lesser General Public License).

The licence texts for the GPL and LGPL and for the source code of the software sections listed below are available at *www.aastra.com/docfinder* ("Public GNU source" document type).

The licence texts for the GPL and LGPL are also stored on the phone itself and can be viewed using the integrated web interface (URL: <IP address of your phone>.

Please read through the text carefully to find out all you need to know about your rights with regard to the licences concerned.

This product contains the following software subject to GPL provisions:

- Linux kernel, available at *www.kernel.org/*
- Busybox, available at *www.busybox.net/*

This product contains the following software subject to the LGPL provisions:

- ucLibc, available at *www.ucLibc.org/*

Communication system and software versions

You want to activate a feature described in these Instructions but the system will not let you.

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets [a]. The list below indicates which system versions support the relevant features. Contact your system administrator for more information.

	R2.0	R3.0						
[a]	X							
[b]	X	X						
[c]								
[d]								

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Conformity

Aastra Telecom Schweiz AG hereby declares that

- the Aastra 400 products conform to the basic requirements and other relevant stipulations of Directive1999/5/EC.
- all our products are manufactured in conformity with RoHS (2011/65/EU).

The product-specific declarations of conformity can be found on the Aastra 400 DocFinder: *www.aastra.com/docfinder*.

Exclusion of liability

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CE

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